

Assisted Travel Service Performance May 2026

Arriving - all PRMs			
	Standard (time assistance available at gate or aircraft side from arrival on chocks)	Target	May
	Numbers of PRMs		1072
	% No shows		10.35%
Pre-booked	5 mins	80%	97.85%
	10 mins	90%	99.72%
	20 mins	100%	99.91%
	30 mins		100.00%
	45 mins		100.00%
	60 mins		100.00%
	Numbers of PRMs		256
Non-pre-booked	25 mins	80%	100.00%
	35 mins	90%	100.00%
	45 mins	100%	100.00%
	60 mins		100.00%
	75 mins		100.00%

Departing - all PRMs			
	Standard (waiting time once PRM made themselves known)	Target	March
	Numbers of PRMs		889
Pre-booked	10 mins	80%	100.00%
	20 mins	90%	100.00%
	30 mins	100%	100.00%
	Numbers of PRMs		337
Non-pre-booked	25 mins	80%	100.00%
	35 mins	90%	100.00%
	45 mins	100%	100.00%

In May the number of passengers using Assisted Travel increased 12.76% compared to the same month in 2025. Of those travelling, 76.76% prebooked assistance with their airline.

May is the first full month of the summer flight schedule and demand for Assisted Travel is high, particularly on flights to Alicante, Malaga, Faro, Palma, Reus, Corfu and Dalaman.